

## *Wisconsin Department of Natural Resources Recreation Safety Instructor Web Site Frequently Asked Questions*



*Hunt Safe in Wisconsin*



*Zero Alcohol Your Smart Choice*



*Ride Safe Always Wear a Helmet*



*Wear it Wisconsin*



[dnr.wi.gov](http://dnr.wi.gov).

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## **What is the Instructor Interface?**

This site is for DNR certified volunteer recreational safety instructors. Only active, certified instructors can access the site to register a course, manage the course and submit course rosters and fees.

## **What is the link and where can I find the link?**

[https://jc.activeoutdoorsolutions.com/wi\\_ises/login/login.do](https://jc.activeoutdoorsolutions.com/wi_ises/login/login.do)

This link can be found on the WI DNR Volunteer Instructor Corner Website.

<http://dnr.wi.gov/volunteer/instructorcorner/>

## **Who can use the system?**

Any Volunteer Safety Instructor who has an “active” teaching status. Instructor can only set up a course for the specific program they are certified and active to teach (Hunter Ed Internet certification is required to set-up a Hunter Ed Internet course). If not certain about your certification contact your RSW.

## **Using the system**

The system is most efficient and effective when used from start (start card entry) to finish (roster and fee submission).

If something prevents this from occurring it is critical that a note be attached to the hardcopy roster and fee that is mailed in so when staff process the paperwork they know the course was started using the online system.

*Example note: “Please note that this class, # 123456, was started using the online instructor system. Please do not create another class record.”*

Why – If staff entering the data aren’t aware that the online system was used and now you’re submitting the paperwork via mail (reason for note) it creates a duplicate roster in the system and students will end up with two safety certifications. 1st is from the online system and 2nd when the hardcopy roster data was entered.

## **How do I get started?**

You need to set up a USER LOGIN. Click on the FIRST TIME USERS link found on the left hand side of the main welcome login page. To create your internet user account, please follow the instructions and answer the security questions. You will need your instructor number, name, date of birth, e-mail address and a newly created password.

## **E-MAIL problems you could run into: Error:**

### **"Inserting Class"/ "multiple accounts, contact DNR"**

When you set up your user login account you must enter a valid e-mail address. This e-mail address must be the same as what is in your instructor profile in Madison. If you change your e-mail address you must change it in both places; online user account and your instructor profile in Madison. For Hunter and Bow education contact Brenda 608-267-7509, for Boat, Snow and ATV contact Julie Fitzgerald 608-266-2142.

***Do you share an e-mail address for your local hunter safety group or with your husband or wife?*** You won't be able to use the password recovery function if you do and the system will always find multiple accounts and give the "multiple accounts, contact DNR" error message until one of you change your email address. You should consider setting up a unique email address for your recreational safety functions in order to keep your personal and recreational safety emails separate.

## **Password Use/Creation**

The system password automatically expires in 45 days. The reason for the short password duration is because it links to a banking system (for processing of course fees). We understand the issues created with the short password expiration but it cannot be changed.

### **System Password Criteria**

- i. Must be at least 6 characters in length
- ii. Must contain one alpha character and one number or special character (!, @, #, etc)
- iii. Cannot have more than one pair of repeating characters (e.g. football)
- iv. Cannot contain any commonly used words

Password suggestion – it is difficult to develop a password that meets the system criteria, a good suggestion is to use a word and replace one of the letters with a number that is similar to that particular letter. Document the password used and keep it in a safe location.

- a. Mallard = M4ll4rd
- b. Wooduck = W00duck
- c. Feb2013 or mar0213 (something a little easier, the month your class is being held plus the year.

## **Online Student Registration**

Online student registration is now active and available. Use of the system is a time saver for instructors and *helps manage data entry errors*.

### **How do I allow online student registration?**

When completing the online start card an instructor can allow or not allow online student registration. This is the choice of the instructor. Simply check yes or no in the “*Allow Online Registration*” field.

### **How do I know if a student enrolled in my course?**

The system does not generate an email notification to the instructor informing them when a student registers for their class or withdraws enrollment from the class.

You must check your course roster to view your enrolled students.

### **When will the system close the online registration for my course?**

The system will only allow the maximum number of students that you have designated to enroll in your class electronically. This maximum number of students is calculated by taking the maximum allowed in the class minus the number of reserved seats that you designated. The number of students after that calculation is complete, is the number allowed to enroll electronically.

*Example note: if you have a maximum of 33 students allowed and 3 reserved seats. The system will allow 30 students to enroll electronically before the Click to Enroll link on the website is disabled*

### **What are the benefits of letting the students enroll online?**

By allowing online student registration it eliminates you from having to enter the information on the roster, the student record is automatically populated on the roster when the student registers online. The student will also be able to verify their personal customer record which includes their mailing address, name, and date of birth to *help reduce the number of returned certifications* and it will prevent future data entry errors.

### **Can a student enroll in more than one class?**

No, the system will not allow students to enroll in more than one class of the same class type. That means they can enroll in one hunter ed, one snowmobile etc...

*Reminder;* the online student registration is only available to courses that are managed using the instructor database and only if the instructor allows online registration.

## **Additional Class Date/Time/Location Information section**

The place to include information an instructor wants posted on the public DNR website for potential students to know, i.e., registration email address, registration contact # ... Information in this area will be posted on the DNR website with the course information. There is a character limit of 200, so consider the key information you wish to display in this section.

*Reminder; in the class notes section of your start card you can remind students that it is very important for them to include both their email address and telephone number in their DNR customer ID profile. By doing this, you will have necessary student contact information.*

## **Instructor Information:**

The volunteer instructor database system and DNR license system are not connected. If you change your address or information when purchasing a DNR license it will not update your address or information in the volunteer instructor database and vice versa.

If you have an address change you will need to change the address in both systems.

## **Instructor class history information**

When checking your "Class History" using the instructor interface, you will only see the courses taught back to 1993.

Why? Because LESR (law enforcement safety records database prior to 2008) only contained records as far back as 1993 and class information prior to that date was not kept electronically. When the data was converted from LESR to the Safety Education System in WOLF that is all the data we had to work with. The instructor interface is using this data to show your instructor history.

Program Staff and RSWs have access to each instructors History / Awards information that contains the instructor's history of years taught along with number of students certified prior to 1993.

## **Managing students**

The best and easiest method to manage students on the roster is to have their Customer ID # (CID#) and date of birth (DOB). The CID# and DOB entered into the Instructor database must match exactly what that student has in the DNR license system.

## **Managing students (cont.)**

Using the CID# and DOB ensure the roster information matches the customers DNR license profile.

If using CID# and DOB to enter a student you cannot change or modify the student's information (address, telephone # etc). If the student's telephone # is not in their DNR license profile it will not appear on their student information and cannot be added, however you will be able to add a student's email address.

The student HE card will be mailed to the address they have listed in the WOLF license system. It is very important to remind students to ensure the WOLF license system has their current address.

If you get an error and are not allowed to enter a student you will have to contact the student and have them verify their information. They may have given you the wrong customer id # or the online license file system may have wrong information. The best way for a student to verify their information is to contact our Customer Service line at 888-936-7463. This is the same number they use when obtaining a customer id #.

They can also go online (<http://dnr.wi.gov/Permits/>) but they will need the exact CID # and DOB that is our online license file system. If they don't have matching information they will not be able to pull their record up. (Numbers and data are transposed often so this is a common problem.) Remember you as the instructor CANNOT change a student's customer records. It is the responsibility of the student to take care of any customer contact issues.

Note: the public can only update their contact information only via this link. To update an incorrect birth date, incorrect spelling of their name they must call the WI DNR customer service number; 1-888-936-7463. The call center staff are available 7 days a week, 7am – 10pm. Online chat is also an option at <http://dnr.wi.gov/contact/>

### **I cannot add additional students to the roster**

You cannot exceed the Max # of students that you set when you registered the course. If additional students attend the course you will need to change the Max # of students in the "View/Update Class and or Student Information" tab.

### **What is the "# of seats reserved"?**

This allows an instructor to hold space for waiting lists they have or control the # of students they want to register. Using "# of seats reserved" is a good way to manage a course that is part of a school class or camp.

## **Potential “Class Amount” error message**

If you get the following error message, please contact the DNR

**“Class Amount does not match the Pricing Record for this class type”**

The error is caused when a start card is mailed to Madison and entered by program support staff in Madison and the Instructor then tries to manage the course using the Instructor Interface system.

The fix is to contact your RSW so the course info can be changed to show a class amount of \$10.00.

## **Temporary student certificates**

The system will print four (4) temporary student certificates per sheet of paper, one for **every** student on the roster. This printing and separating the individual temporary certificates should be done just prior to the final class day. The Instructors must destroy any temporary student certificates of students who did not complete or failed the course.

When using the online interface to process your class and submit payment, the students obtain their permanent certification within 3 to 5 business days from the time you click the submit tab.

## **Save changes**

Whenever you update a student record or after updating a group of student records be sure to click on the “Save Changes” tab. You must do this prior to exiting this page in order for the changes to take effect.

## **Sending emails to students who enrolled in your course**

When you click on this tab, all students having email addresses in their class registration profile will be listed in the “TO” section of the email. Should you wish to use this feature, it will be important to obtain and enter in the email address for each student if they didn’t provide it when they obtained their DNR Customer ID #.

When you send an email via this way, all students will see the email address of all other students. Should you wish to send an email to all students as a “bbc” you will need to copy the students email addresses and paste them in the “bbc” address of your email system

When using this feature, all instructors are listed in the “cc” address line. You need to decide if you want them to get the email or not. Delete their email addresses if you choose not to include them. Should you wish, you may copy all the instructors email



addresses and paste these into your own email system when you wish to correspond only with only the instructor group. All instructors need to ensure that their email address is current.

## **Student Registration Forms**

Instructors **still need** to use the paper multi carbon copy “Student Registration Form” to collect the students information, signature and parent/guardian signature if under 18 years of age. At registration provide the parent with their receipt copy of the form. After the class is complete and the roster and fee is submitted using the online system the student registration form should be destroyed by the instructor. This document contains personal identification so be sure to shred or make unreadable.

## **Special instructions for supply shipment**

If you have special instructions related to shipping the course information such as; different address, need material by specific date, or please don't send me any more student patches I have enough, etc. Send your request to the warehouse, contact at: [DNRDLLEdwin@wisconsin.gov](mailto:DNRDLLEdwin@wisconsin.gov) listing your special requirements.

When you email the warehouse you **MUST** include the following information:

Instructor Name  
Instructor Number  
Course ID  
Extra materials should be shipped to Address

If you are having system issues such as you cannot log in or password issues you should contact <mailto:DNRLESafety@wisconsin.gov>

## **Adding instructors**

Lead instructors will need to have the instructor number for each of the instructors they wish to add. When initially adding an instructor you must enter in “1” in the hours worked field in order to add the instructor. Adjust hours right before you submit your class. Once your class is submitted you will not be able to add instructors or students. You will have to call your RSW if you have to add someone to the roster after it has been submitted.

## **Adding a conservation warden to your course**

When adding a Conservation warden, you will need the Warden's Instructor ID number and the correct spelling of their last name. You need to check with the warden at least six weeks in advance. If you are unsure of whom your local conservation warden is

## **Adding a conservation warden to your course (cont.)**

check with your Recreational Safety Warden (RSW). Not sure who your RSW is; view this map to find out. <http://dnr.wi.gov/volunteer/safetyeducation/rswmap.html>

To add a warden to your class: click on the add Conservation Warden tab; If you do not have the conservation wardens Instructor Number you can search by county, region, last name or individually using one of those fields. When the conservation warden appears click on the warden's instructor number. A screen will display stating that you have successfully added that warden to your class roster. When you go to the class page, you will see the warden's name displayed at the bottom of the list of instructors.

*Reminder; Conservation Wardens are on paid status when they attend your courses. **DO NOT** include volunteer hours as they are not volunteering.*

## **How do I cancel my class?**

If you inadvertently set up a class or need to cancel a class following these simple instructions.

- 1) DO NOT ALLOW ONLINE REGISTRATION and CHANGE THE START DATE TO the DAYS PRIOR DATE (by not allowing students to enroll this will force the student to contact you and by changing the date to the day prior this removes the class from the web.)
- 2) Contact your RSW immediately. Further steps need to be taken by the RSW or program staff once a class is canceled.

Not sure who your RSW is; view this map to find out;  
<http://dnr.wi.gov/volunteer/safetyeducation/rswmap.html>

Should you already have students enrolled, work with your RSW. At the earliest possible time, you need to contact each registered student to let them know the class has been cancelled. Refund the \$10 registration fee if collected. Point students to the DNR recreation class web site for them to seek out an alternative class.

## **Who is my "RSW" (Recreational Safety Warden)**

Recreational Safety Wardens (RSW) oversee the safety programs taught in their area. The RSW in your area is the person to contact regarding any concerns or complaints you have about a safety class. Your RSW should always be your first point of contact.

<http://dnr.wi.gov/volunteer/safetyeducation/rswmap.html>